

Serial No. 10/037,584

LISTING OF THE CLAIMS

1 1. (Previously Amended) A method for doing call
2 classification on a call to a destination endpoint, comprising the
3 steps of:
4 receiving audio information from the destination
5 endpoint;
6 concurrently analyzing using automatic speech
7 recognition the received audio information for words and tones;
8 and
9 determining a call classification for the destination
10 endpoint in response to the step of analyzing.

1 2. (Cancel)

1 3. (Previously Amended) The method of claim 1
2 wherein the analyzed words are formed as phrases.

1 4. (Cancel)

1 5. (Previously Amended) The method of claim 1
2 wherein the step of analyzing comprises the step of executing a
3 Hidden Markov Model to determine the presence of words or
4 tones in the audio information.

Serial No. 10/037,584

1 6. (Original) The method of claim 5 wherein the step
2 of executing comprises the step of using a grammar for speech
3 and tones.

1 7. (Original) The method of claim 6 wherein the step
2 of determining comprises the step of executing an inference
3 engine.

1 8. (Original) A method for doing call classification on
2 a call to a destination endpoint, comprising the steps of:
3 receiving audio information from the destination
4 endpoint;
5 concurrently analyzing using automatic speech
6 recognition the received audio information for words and tones;
7 and
8 determining a call classification for the destination
9 endpoint in response to the analysis for words and tones.

1 9. (Original) The method of claim 8 wherein the step
2 of analyzing for speech comprises the step of executing a
3 Hidden Markov Model to determine the presence of words or
4 tones in the audio information.

1 10. (Original) The method of claim 9 wherein the step
2 of executing comprises the step of using a grammar for speech
3 and tones.

Serial No. 10/037,584

1 11. (Original) The method of claim 10 wherein the
2 step of determining comprises the step of executing an
3 inference engine.

1 12. (Previously Amended) A method for doing call
2 classification by an automatic speech recognition unit on a call
3 to a destination endpoint, comprising the steps of:
4 receiving audio information from the destination
5 endpoint by the automatic speech recognition unit;
6 concurrently analyzing using automatic speech
7 recognition the received audio information for words and tones
8 by the automatic speech recognition unit; and
9 determining a call classification for the destination
10 endpoint in response to the step of analyzing by the automatic
11 speech recognition unit.

1 13. (Canceled)

1 14. (Previously Amended) The method of claim 12
2 wherein the analyzed words are formed as phrases.

1 15. (Canceled)

1 16. (Previously Amended) The method of claim 12
2 wherein the step of analyzing comprises the step of executing a

Serial No. 10/037,584

3 Hidden Markov Model to determine the presence of words or
4 tones in the audio information.

1 17. (Original) The method of claim 16 wherein the
2 step of executing comprises the step of using a grammar for
3 speech and tones.

1 18. (Original) The method of claim 17 wherein the
2 step of determining comprises the step of executing an
3 inference engine.

1 19. (Previously Amended) A call classifier for
2 determining the call classification of a called destination
3 endpoint, comprising:
4 an automatic speech recognizer for detecting words
5 and tones in audio information received from the called
6 destination endpoint; and
7 inference engine for classifying the call in response to
8 the automatic speech recognizer.

1 20. (Canceled)

1 21. (Previously Amended) The call classifier of claim
2 19 wherein the words are formed into phrases.

1 22. (Canceled)

Serial No. 10/037,584

- 1 23. (Previously Amended) The call classifier of claim
- 2 19 wherein the automatic speech recognizer is executing a
- 3 Hidden Markov Model.